

Position Description

Role title	Client Service Coordinator	Last reviewed	10/09/2025
Division	Sales and Corporate Affairs	Team	Sales and Marketing
Reports to	Residential Sales Manager/Industrial Sales Manager	Classification	ASO5
Direct reports	Nil		

Role Purpose

To be the primary liaison for all purchasers engaged in Renewal SA projects, delivering proactive, clear, and timely communication from contract execution to settlement and handover.

Key Accountabilities

- Coordinate cross-functional communication between various teams and stakeholders to align on key milestones and ensure messaging consistency.
- Provide purchasers with real-time progress updates via various channels (email, phone, in-person, digital platforms).
- Facilitate and coordinate purchaser site visits, milestone inspections, and handover schedules in collaboration with internal stakeholders.
- Manage and maintain purchaser records, correspondence, and update logs in CRM, ensuring accuracy and completeness.
- Handle purchaser enquiries and concerns promptly and professionally, acting as advocate and coordinator to resolve issues swiftly.
- Support continuous improvement initiatives by gathering purchaser feedback and collaborating with teams to enhance processes and experience delivery.
- Support preparation of internal reports on purchaser satisfaction, communication effectiveness, and progress metrics.
- Undertake additional duties as required to support smooth purchaser experience and team objectives.

Key Relationships

Internal	
Who	Why
Manager	Receive guidance and instruction, seek clarification and advice, and report on progress against work plans.
Work Team	Participate in meetings, share information, and provide input on issues. Support team members and work collaboratively to contribute to achieving team outcomes.
Internal Stakeholders	Respond to queries, exchange information, and work collaboratively to resolve issues.
External	
Who	Why

Other Government Agencies	Establish networks and collaborative relationships across SA Government to share ideas and learnings and develop common responses to emerging issues.
External Stakeholders	Engage with relevant stakeholders to facilitate communication, provide expert advice, gather, and exchange relevant information.

Key Challenges

- Maintaining clear, timely, and responsive communication with purchasers across multiple concurrent projects, including managing high volumes of individual enquiries.
- Balancing purchaser engagement with fast-moving project and construction schedules, while proactively addressing concerns arising from changes, delays, or variations.
- Coordinating effectively across diverse internal teams with competing priorities and information flows to ensure a consistent and positive purchaser experience.

Qualifications and Technical Requirements

- Experience in customer service, client liaison, project coordination, or customer experience roles.
- Exceptional interpersonal and communication skills.
- Strong organisational and time-management skills.

Special Conditions

- Out of hours work may be required.
- Inter/intrastate travel may be required.
- The incumbent must meet the WHS responsibilities and accountabilities as set out in the Renewal SA WHS Policy commensurate with their role. This includes ensuring that any work undertaken by or on the behalf of Renewal SA, is undertaken in accordance with the WHS Act 2012, Regulations, Codes of Practice, and internal Specifications.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997
- The role is deemed a 'Position of Trust' pursuant to the standards required in the Australian Government Protective Security Policy Framework
- A current satisfactory National Police Clearance is required and renewed as per Renewal SA's policy.

Key Capabilities

The [Renewal SA Capability Framework](#) integrates the Renewal SA Strategic Plan and the South Australian Public Sector Values to define the capabilities we need to operate effectively. Our Framework is led by four principles that are critical themes and considerations that ensure safety, personal leadership, best practice, and our communities are at the forefront as we apply our capabilities.

All the capabilities within the Renewal SA Capability Framework are relevant for all employees. The below outlined capabilities are specifically needed to successfully perform the role.

Capability Group	Capability	Level	Behaviours
Culture and Collaboration	Communicate effectively	Intermediate	<ul style="list-style-type: none"> • Use concise language to target messages and avoid overwhelming audiences. • Structure communications to deliver the purpose with impact, using facts or insights, as necessary.

			<ul style="list-style-type: none"> • Adjust communications according to the audience to find the right channels to maximise reach. • Understand and apply better ways to use inclusive language and communicate in the voice of Renewal SA.
Strategy and Growth	Make an impact	Intermediate	<ul style="list-style-type: none"> • Undertake analysis of problems to ensure solutions address the issues identified for the stakeholders identified. • Support solutions through well documented research, modelling or other means that demonstrates they address the issues. • Articulate the secondary benefits of solutions including impacts to Renewal SA's communities or service delivery. • Promote environmental, sustainable and social considerations into solution development and benefits definitions.
Innovation and Agility	Welcome curiosity	Intermediate	<ul style="list-style-type: none"> • Confidently question the logic of others in meetings through well-articulated, purposeful questions. • Seek multiple points of view and sources when learning and validating new information. • Undertake research to understand practices at comparable organisations and share insights to drive improvement. • Collaborate with teams to ensure others understand the purpose and application of new initiatives and processes.
Solutions Focused	Solve problems	Intermediate	<ul style="list-style-type: none"> • Analyse information and consult with others to develop recommendations based on relevant evidence. • Identify key evaluation criteria needed to make a decision and review the criteria available. • Apply a logical process to consider the analysis and evaluation and broader context to determine a conclusion. • Involve senior team members or leaders where decisions are controversial or are expected to have high levels of impact.

Delegate		Role occupant	
This position profile accurately outlines the expectations of the role.		<input type="checkbox"/>	I have read and understood the role and expectations of me.
Name		Name	
Title		Signature	
Signature			
Date	Click to enter a date.	Date	Click to enter a date.